

Complaint about childcare provision

Ref: EY299365/5026334

Date: 7 April 2022

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 13 January 2022, we received concerns that this provider was not meeting some of these requirements. We carried out a regulatory visit to the provider on 25 February 2022. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. We suspended the provider's registration because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

Actions needed by 18 March 2022:

- ensure leaders and staff receive appropriate training and support, so they have a clear understanding of their roles and responsibilities to address any health and safety issues promptly
- improve staffing arrangements to ensure staff deploy themselves effectively to meet the needs of children, including adequately supervising babies while eating
- support staff in implementing the nursery's policy and procedures for administering medicines, with particular regard to the safe storage of children's prescription medication
- provide suitable facilities for the hygienic preparation of food for children, including sterilisation of equipment for babies, and support staff in the adequate preparation, handling and safe storage of food items
- ensure the nursery premises, including all outdoor spaces, are fit for purpose and suitable for children being cared for, while complying with the requirements of the health and safety legislation
- ensure the nursery equipment is organised, tidy and cleaned regularly to meet the needs of all children, and safely remove any damaged and unwanted items both inside the

rooms and in the outdoor play areas

- provide safe sleeping arrangement for babies and toddlers while ensuring they have access to clean and adequate cots and bedding
- provide suitable hygienic changing facilities for children in nappies and ensure they always have access to clean towels and spare clothing, if required
- take reasonable steps to ensure children and staff are not exposed to any unnecessary risks in the nursery environment and undertake regular checks to identify and remove any hazards immediately.

On 23 March 2022, we carried out a regulatory visit. We found that the provider had not met some of the actions set in the welfare requirement notice. We have served another welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 8 April 2022:

- provide suitable facilities for the hygienic preparation of food for children, including sterilisation of equipment for babies, and support staff in the adequate preparation, handling and safe storage of food items
- ensure the nursery premises, including all outdoor spaces, are fit for purpose and suitable for children being cared for, while complying with the requirements of the health and safety legislation
- ensure the nursery equipment is organised, tidy and cleaned regularly to meet the needs of all children, and safely remove any damaged and unwanted items both inside the rooms and in the outdoor play areas
- provide safe sleeping arrangement for babies and toddlers while ensuring they have access to clean and adequate cots and bedding
- provide suitable hygienic changing facilities for children in nappies and ensure they always have access to clean towels and spare clothing, if required.

On 8 April 2022, we carried out a regulatory call. We found that the provider had met the actions set in the welfare requirement notice issued on 29 March 2022. We also lifted the suspension because the provider took appropriate action to deal with the matter that led to

the suspension. We are satisfied that the identified risk of harm to children has been removed.

The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).